

2012-177-WS

244382

Deborah.Easterling

From: Jocelyn.Boyd
Sent: Friday, May 31, 2013 11:34 AM
To: charles.terreni@terrenilaw.com; sellriott@elliottlaw.us; John M. S. Hoefer (jhoefer@willoughbyhoefer.com); Hipp, Dawn
Cc: Deborah.Easterling; Tricia.DeSanty; Daphne.Duke
Subject: FW: Disgusted at abuse towards customers

RECEIVED

JUN 04 2013

PSC SC
MAIL / DMS

From: Andrew Roberts [mailto:ajr252@gmail.com]
Sent: Friday, May 31, 2013 11:14 AM
To: harringc@dhec.sc.gov; Campbell, Chad; Jocelyn.Boyd; TGOakley@uiwater.com
Cc: tcwateradvisory@hotmail.com
Subject: Disgusted at abuse towards customers

To all,

I want to reiterate my utter disgust at UTILITIES INC for their treatment towards their customers. Not only do you have an extremely outdated, poor and ineffective infrastructure, charge UNJUSTIFIABLY HIGH rates for such terrible service, but now you are CHARGING residents for water quality testing AND ESTIMATING meter readings, with one resident's bill being 10,000 GALLONS ABOVE HIS METER!!! This is a joke and not a funny one either. As you are assessing your customers a water quality testing bill, please send the water quality report to myself so I can compare the parameters next to the USEPA's MCL (National Primary Drinking Water Regulations) and supply it to our water advisory committee. Was the WQ report conducted by a certified lab? If so, what equipment was used to detect these parameters/ what parameters were evaluated? Where was the water drawn from? Is there a calibration report for the equipment used? Expiration dates and LOT#s for reagents used would also be useful.

Also, Mr. Oakley, what happened to the 'constant communication and updates' you had promised. I understand you are just a puppet but come on, at least do your job.

Andrew Roberts

Andrew Roberts

Innovators of Water Quality Testing

COPY

Posted: 6-4-13de

Dept: SA

Date: 6-4-13

Time: 114pm